



## TELECOMMUNICATIONS DIVISION

# AGENCY TELECOMMUNICATIONS REPRESENTATIVE

## ***BULLETIN 02-09***

April 18, 2002

**SUBJECT: WIREPRO BILLING ADJUSTMENTS**

**ACTION:**

- Distribute copies of this bulletin to all Agency Telecommunications Representatives (ATRs), or their equivalent, and to Accounts Payable staff that review and pay telephone invoices.
- Be aware of the adjustment(s) outlined below when reviewing legacy and State Integrated Billing System (SIBS) invoices.
- Disregard if your agency does not use the WirePro service on the CALNET Master Contract, CNT-001. If you are not sure, please confirm whether your agency uses this service before disregarding this bulletin.

**BENEFITS:**

- Agencies using WirePro services will be aware that charges for this service have been incorrectly shown on the SIBS bills, and that they are due a refund.
- This information will help to minimize confusion when staff review telephone invoices.

**KEY POINTS:**

- Agencies using WirePro services were inadvertently billed at the tariff rate of \$3.25 per line per month, when the correct contract rate is \$0.50 per line per month.
- The incorrect charge began in August 2001, and will likely continue to be reflected through the April 2002 bill round. The Pacific Bell Billing System is undergoing a revision to correct this error.
- It is anticipated that adjustments will be reflected on SIBS invoices released sometime within the May through July 2002 time period.

**BACKGROUND**

Some agencies use the Wirepro service on the CALNET Master Contract for inside wire repair. Due to a rate change in August 2001, the contract rate for agencies using WirePro services was incorrectly changed to the tariff rates. These incorrect WirePro tariff rates appear on both Pacific Bell legacy and SIBS invoices; however, adjustments will be reflected on future SIBS invoices.

To view previous ATR bulletins, refer to the Department of General Services website at <http://www.td.dgs.ca.gov> (click on Publications, then Office of Network Services, Publications; scroll down to the ATR Bulletins.)

Pacific Bell and WorldCom account and billing representatives are available for questions regarding your accounts. For questions specific to this bulletin, please contact the toll free SIBS customer support desk at 888-791-7427. For other questions, please call the Resource Communications Center at (916) 657-9900.

A handwritten signature in black ink, appearing to read "Barry R. Hemphill", with a stylized flourish at the end.

BARRY R. HEMPHILL  
Deputy Director  
Telecommunications Division

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